

Amendment 208

To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

This Amendment 208 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 26TH day of OCTOBER, 2012, by and between Vix Technology (USA) Inc. (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor for the work necessary to modify the Call Center Website (CCW) to allow expired e-purse "add value" work orders to be regenerated by Customer Service Representatives (CSR) via the CCW. This work is more fully described in SEA-07237 PA-ROF *Agency Website Remote Revalues* (RFCS RFI 575 and Amendment 109) v7.0. **[NOTE** – in the course of requirement analysis, it was determined that the solution was best applied to the Call Center Website, rather than the Agency Website, hence the Amendment is named to reflect the final solution.]
- C. The parties agree that the work necessary to modify the CCW will be performed and compensated as described below.

Agreements

NOW, THEREFORE, in consideration of the mutual covenants contained herein and other good and valuable consideration, the sufficiency of which is hereby acknowledged, the Parties agree to the above Recitals and the following terms.

Section 1.0 Description of Work

The Contractor will perform all the work necessary to modify the CCW Left Navigation bar to add functionality which allows expired remote e-purse "add value" work orders (where the customer has not tapped their card within the prescribed time to activate the value on their card) to be regenerated by CSRs via the CCW and make the funds available for activation on the customer's card. The Contractor's work will include:

1.1 Apply these general rules to eligible transactions:

- (a) Apply only to active cards with an unblocked e-purse
- (b) Allow reactivations only when associated with an expired work order. Permit no ad hoc reactivations.
- (c) Allow reactivation only to the same card used for the original add value action
- (d) Allow reimbursements only for the entire purse add value amount. Permit no partial e-purse reactivation.
- (e) Allow a sum greater than the available limit on the cardholder's purse to be reactivated. The work orders will be applied to the card as purse limit becomes available through card usage.
- (f) Use the Work Order Manager process to generate purse add value actions for each purse reactivation work order. The Work Order Manager currently runs every 60 minutes.

1.2 Modify the CCW functionality as follows:

- (a) Display only the value of the e-purse component of the work order. Only the e-purse component of the work order will be reimbursed. This includes voucher purse add values.
- (b) Display the total number of cards and value to be reimbursed in a pre-confirmation message before reactivation occurs
- (c) Add a new payment method to be named "Reactivation"
- (d) Use the "Reactivation" payment method for reactivation actions
- (e) Apply only to the e-purse component for the types of existing work orders listed below:
 - i. Add Value to Card
 - ii. Order Business Account (BA) Product
 - iii. Order Replacement Card

- iv. Order BA Replacement Card
- v. Transfer Products (Standard and Wireless Portable [when available]
Customer Service Terminal – [WP]CST)
- (f) Add a new work order type to the list in 1.2 (e) above to be named “Purse
Reactivation”.
- (g) Add a new work order status to be named “Reimbursed” to all existing work
order status dropdowns
- (h) Add the new work order status “Reimbursed” to the existing and new work order
types listed in 1.2 (e) and (f) above

1.3 **Apply these rules to work orders:**

- (a) Apply only to work orders that were created within 24 months or less from the
current action
- (b) Display only the expired work orders that are eligible for the reactivation function.
Work orders that are not eligible for reactivation can be viewed in work order
searches, but will not be displayed in the reactivation function.
- (c) Apply only to expired work orders that have not been successfully reimbursed for
the subject card. If a reactivation expires, then the original work order can be
reimbursed again. This applies to single and group work orders.
- (d) Cause Reactivation Actionlists to expire and not regenerate after the standard
Actionlist Expirations Period.
- (e) Update the original work order description to append “Reactivation for
CSN#12345678 WO#12345 expired”, when a Reactivation Actionlist expires
- (f) Allow only the original work order to be regenerated, in the event the reactivated
work order expires
- (g) Update the work order description to indicate that it has been reactivated, using
the original work order number. The work order number format will be
“Reactivation for WO#12345”
 - i. **For single card work orders**, update the original work order description
to indicate that it has been reimbursed. The work order number format will
be “Reimbursed by WO#12345”
 - (aa) For single card orders, create a separate reactivation work
order for each reimbursed work order
 - (bb) For single card orders, set the original work order status to
“Reimbursed” when the work order is reimbursed. This occurs
immediately since it is not driven by the Work Order Manager
 - (cc) For single card orders, set the Reactivation work order to
“expired”, when a Reactivation Actionlist expires. In this case,
the system will revert the original work order status to
“Expired”.

- ii. **For multiple card work orders**, update the original work order description to indicate that a reactivation has been carried out. The format will be "CSN#12345678" reimbursed by WO#12345".
 - (aa) For multiple card orders, create several reactivation work orders as needed to accommodate only the cards requiring reactivation.
 - (bb) For multiple card orders, allow the work order status to remain as "Expired". It is eligible for further reactivation of other cards.

1.4 Apply these rules to the reactivation of Business Account (BA) cards:

- (a) Allow reactivation of BA add values only to cards currently associated to the BA
- (b) Allow reactivation of BA add values only to unblocked cards, regardless of the whitelist status of the BA agreement.

1.5 Implement CCW content and page layout changes as directed by the Agencies and documented in PA-ROF Agency Website Remote Revalues v7.0, Section 3.4.

1.6 Update revenue settlement rules for the following transaction types:

- (a) On initial purse add value generation (existing functionality):
 - i. Retail purse add goes from Agency account to float account
 - ii. BA purse add goes from Lead Agency account to float account
- (b) On expiry (existing functionality):
 - i. Retail purse add goes from float account to cardholder claim account
 - ii. BA purse add goes from float account to Lead Agent account
- (c) On reactivation (new functionality):
 - i. Retail purse add goes from cardholder claim account to float account
 - ii. BA purse add goes from Lead Agency account to float account
- (d) On expiry of reactivation (new functionality):
 - i. Retail purse add goes from float account to cardholder claim account
 - ii. BA purse add goes from float account to Lead Agent account
- (e) For current retail cards which are disassociated BA cards, no reactivation of previous BA add values are allowed. These work orders will not display on the e-purse Reactivation page
- (f) For current BA cards, which were formerly retail cards, reactivation is allowed, but the funds will be settled as if the card is retail per item (c) above.

1.7 Update the system database to store the "maximum age" that work orders can be reimbursed.

1.8 Update the following system documentation:

- (a) SEA-01539 Call Center Website Functional Specification
- (b) SEA-00833 RFCS Reporting Requirements (DR111)

Section 2.0 Schedule

2.1 The Work described in Section 1.0 will be completed in Maintenance Release 19.

Section 3.0 Compensation Changes

3.1 The full amount of additional compensation due for Contractor's performance of the Work required under this Amendment shall consist of the lump sum amount specified in this Section 3.1 Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

VI. IMPLEMENTATION

SPECIAL PROGRAMS

Amendment No. 208

LUMP SUM COST

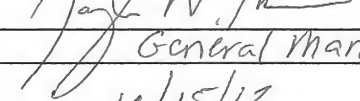
To modify the CCW to allow expired purse "add value" work orders to be regenerated by a CSR via the CCW.	
TOTAL	\$77,938

Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Two hundred and eight shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: 
Its: General Manager
Date: 10/15/12

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 10/15/12

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: [Signature]
Its: CEO
Date: 10-22-12

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 10/15/12

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: [Signature]
Its: SM
Date: 11/26

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 10/15/12

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: [Signature]
Its: CEP
Date: 10/23/12

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 10/15/12

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: [Signature]
Its: WSDOT, Asst. Sec. For WSF
Date: 10/24/12

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 10/15/12

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: [Signature]
Its: Director
Date: 10-19-12

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 10/15/12

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: [Signature]
Its: Executive Director
Date: OCT 23, 2012

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 10/15/12

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: [Signature]
Its: Emmett Heath, Director of Administration
Date: 10-24-12

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____